

OCCUPATIONAL GROUP: Human Resources

CLASS FAMILY: Agency Human Resources

CLASS FAMILY DESCRIPTION:

These positions are located in State Agencies and provide leadership roles in the management and implementation of human resources programs in agencies. They act in an advisory capacity providing information to managers and employees in the area of human resources. Duties include human resources transactions in one or more areas such as recruitment, employment, employee relations, classification, compensation, benefits, payroll, time keeping and personnel records. Some positions monitor and evaluate compliance with equal opportunity laws, guidelines and policies.

CLASS TITLE: EQUAL EMPLOYMENT OPPORTUNITY SPECIALIST 1

DISTINGUISHING CHARACTERISTICS:

These positions perform entry level professional work conducting compliance reviews to ensure that recipients of state and federal funding are complying with state and federal civil rights legislation and regulations and/or assures compliance with equal opportunity laws. These positions also coordinate the affirmation action or sub-recipients to bring them into compliance. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Monitors contractors and sub-recipients by making regular on-site project visits and conducting annual reviews.
- Consults with business and industry, local civil rights organizations, governmental and other civic organizations working in the field of job placement and Equal Employment Opportunity.
- Obtains hiring, retention and training records and other information from recipients of employment funding on contractors who have received state or federal contracts in order to conduct an initial review of the company's compliance with state and federal civil rights legislation and regulations.
- Participates in developing the agency Affirmative Action Plan.
- Ensures implementation and adherence to the Equal Employment Opportunity and Affirmative Action Plan.
- Plans, coordinates and administers equal employment opportunity activities.
- Investigates complaints of alleged discrimination in hiring or employment practices.
- Serves as liaison with State EEO Officer.
- Develops and maintains employment data; prepares reports.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws, regulations and policies governing discriminatory employment practices and equal opportunities.
- Knowledge of related agency policies, procedures and regulations concerning services to various protected groups.
- Knowledge and understanding of minority groups and socioeconomic issues.
- Knowledge of available community and industrial training resources and programs.
- Knowledge of private and governmental organizations and programs concerned with Equal Employment Opportunities.
- Knowledge of complaint procedures and appeal rights.
- Ability to communicate effectively, both orally and in writing.
- Ability to conduct interviews and investigations.
- Ability to secure effective cooperation from colleagues and representatives of labor, industry, educational and religious groups.
- Ability to formulate and recommend solutions to problems in the fields of intergroup relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Zero to two years of full-time or equivalent part-time verifiable experience related to human resources such as employment service, counseling or vocational guidance, labor, industrial, personnel administration or community relations work involving problems of protected group members.

Education and/or Experience Substitution: Graduate level coursework from a regionally accredited college or university in sociology, psychology, industrial relations, public administration, counseling and guidance, social work or rehabilitation counseling may be substituted for the required experience on a year-for year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Equal Employment Opportunity Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions perform full-performance level work conducting in-depth investigations in order to determine a contractor's compliance or non-compliance with state and federal civil rights legislation and regulations and/or assure compliance with equal opportunity laws and coordinates the affirmative action program. These positions also help coordinate the affirmation action plan with sub-recipients to bring them into compliance, compiles statistics and prepares various reports and conducts equal employment opportunity workshops and seminars. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Schedules and conducts federal contract compliance reviews against the EEO contract provisions; has the authority to make the determination of compliance or non-compliance following an in-depth investigation.
- Monitors lettings and awards to update project logs and assist in cross-checking information regarding contractors and contract amounts.
- Prepares various reports for state and federal requirements.
- Conducts equal employment workshops and seminars.
- Participates in developing the agency's Affirmative Action Plan.
- Ensures implementation and adherence to the Equal Employment Opportunity and Affirmative Action Plan.
- Plans, coordinates and administers equal employment opportunity activities.
- Investigates complaints of alleged discrimination in hiring or employment practices.
- Serves as liaison with State EEO Officer.
- Develops and maintains employment data; prepares reports.
- May testify as an expert witness in related court proceedings.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws, regulations and policies governing discriminatory employment practices and equal opportunities.
- Knowledge of related agency policies, procedures and regulations concerning services to various protected groups.
- Knowledge and understanding of minority groups and socioeconomic issues.
- Knowledge of available community and industrial training resources and programs.
- Knowledge of private and governmental organizations and programs concerned with Equal Employment Opportunities.
- Knowledge of complaint procedures and appeal rights.
- Ability to communicate effectively, both orally and in writing.
- Ability to conduct interviews and investigations.
- Ability to secure effective cooperation from colleagues and representatives of labor, industry, educational and religious groups.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: One to three years of full-time or equivalent part-time verifiable experience related to human resources such as employment service, counseling or vocational guidance, labor, industrial, personnel administration or community relations work involving problems of protected group members.

Education and/or Experience Substitution: Graduate level coursework from a regionally accredited college or university in sociology, psychology, industrial relations, public

administration, counseling and guidance, social work or rehabilitation counseling may be substituted for the required experience on a year-for year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Equal Employment Opportunity Specialist 3

DISTINGUISHING CHARACTERISTICS:

These positions perform advanced level work monitoring and enforcing contractor's compliance with the EEO contract provisions and/or administering the EEO/Affirmative Action Plan for the Cabinet Secretary. Provides technical assistance, negotiates solutions to problems, exchanges information, and evaluates the effectiveness of programs. Work requires the development and adoption of Division of Personnel non-standard procedures and has more impact and consequence of error than the full-performance level. May supervise and train staff. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Investigates discrimination complaints to determine the validity and establish procedures for correction.
- Makes hiring referrals and assists contractors in recruiting minority and female employees and trainees by coordinating recruitment efforts.
- Assists the contractor in developing on-the-job training programs.
- Meets with union leaders to discuss various programs.
- Develops and conducts equal employment workshops and seminars.
- Testifies as an expert witness in related court proceedings.
- Develops and implements the Affirmative Action Plan for the Department Secretary.
- Monitors and evaluates the Affirmative Action program to assure equal employment opportunity compliance.
- Serves as liaison with the State EEO Officer.
- May advise management of Equal Employment Opportunity rules, regulations and legislation.
- May oversee unit staff assignments and train unit staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of related agency policies, procedures and regulations concerning services to various protected groups.
- Knowledge and understanding of minority groups and their socioeconomic problems.
- Knowledge of available community and industrial training resources and programs.
- Knowledge of private and governmental organizations and programs concerned with Equal Employment Opportunities.

- Knowledge of complaint procedures and appeal rights.
- Ability to communicate effectively, both orally and in writing.
- Ability to interview, investigate and negotiate.
- Ability to secure effective cooperation from colleagues and representatives of labor, industry, educational and religious groups.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to human resources such as employment service, counseling or vocational guidance, labor, industrial, personnel administration or community relations work involving problems of protected group members.

Education and/or Experience Substitution: Graduate level coursework from a regionally accredited college or university in sociology, psychology, industrial relations, public administration, counseling and guidance, social work or rehabilitation counseling may be substituted for the required experience on a year-for year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Equal Employment Opportunity Officer

DISTINGUISHING CHARACTERISTICS:

These positions direct the development and implementation of an extensive program for an individual agency or act as coordinator of programs from the Division of Personnel to insure Equal Employment Opportunity within state service. These positions supervise professional, technical, and clerical employees and review the practices of the delivery of services to clients and contract recipients to insure nondiscrimination. Work is reviewed by an administrative superior. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops and implements an Affirmative Action Plan designed to eliminate discriminatory practices and ensures Equal Employment Opportunity for a state agency.
- Discusses the goals of Equal Employment Opportunity with agency administrators and managers to develop an awareness of the problems and to resolve problems involving the development of the programs or the implementation of new practices.
- Coordinates actions on federal, state and departmental provisions concerning Equal Employment Opportunity requirements, and recommends courses of action if program, licensure or contract requirements are not met.
- Directs the investigation of or investigates grievances of complaints which allege discrimination.

- Meets with federal, state, department and civic leaders to discuss Equal Employment Opportunity programs and approaches.
- Determines courses of action to be taken in cases involving discrimination practices.
- Advises management in all aspects of Equal Employment Opportunity rules, laws and legislation.
- Assigns and reviews the work of subordinate employees.
- Completes reports and maintains paperwork.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of civil rights legislation.
- Knowledge of judicial and administrative decisions which affect civil rights programs.
- Knowledge of the practices of and skill in the application of methods of correcting overt and covert racial or sex discrimination.
- Knowledge of and skill in the application of the techniques of discriminatory practices investigation.
- Knowledge of the state personnel system.
- Ability to assign and review subordinate's work.
- Ability to complete and maintain paperwork.
- Ability to communicate effectively, both orally and in writing.
- Ability to interact with diverse populations.
- Ability to supervise the work of others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Three to five years of full-time or equivalent part-time verifiable experience related to human resources. Four years of which must have been in progressively responsible professional experience in programs dealing with the public in a problem solving capacity where personal contact is ever present such as social work, guidance, minority groups representative, personnel, or community relations.

Education and/or Experience Substitution: Four years of progressively responsible professional experience in programs dealing with the public in a problem solving capacity where personal contact is ever present such as social work, guidance, minority groups representative, personnel, or community relations.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Assistant

DISTINGUISHING CHARACTERISTICS:

This is the first level in the family. These positions perform a variety of general office activities that support the day-to-day operation of the human resources function. This level can either provide general support across a variety of HR areas or more focused support within an HR function as described in the class family description. They may also provide routine administrative HR services in a field location in support to the Agency Central HR function. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides customer service to employees and the general public; answers general HR questions and provides information requiring knowledge of routine HR activities, processes and practices; refers and redirects inquiries where appropriate.
- Prepares various forms of correspondence to follow up HR actions and processes.
- Processes, verifies and maintains standard HR documents such as pre-employment materials, time cards, change of status forms etc.
- Prepares and maintain employee files and records.
- Explains departmental benefits, policies and procedures to new employees.
- Examines personnel records to provide information to authorized persons.
- Gathers information for review and analysis by others related to HR transactions.
- Provides administrative support to supervisors/managers in designated field office locations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal, state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of records processing and maintenance procedures and systems.
- Ability to learn federal laws such as ADA, EEOC, HIPPA, FMLA, FLSA, etc.
- Ability to operate a computer, standard programs and agency specific programs.
- Ability to operate office equipment.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: High School Diploma or equivalent

Experience: One to two years of full-time or equivalent part-time verifiable experience related to clerical support.

Education and/or Experience Substitution: None

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Generalist Associate

DISTINGUISHING CHARACTERISTICS:

This is the second level in the family. These positions typically report to an HR Manager or HR Program Supervisor and their duties are primarily focused on one or two of the areas of human resources as described in the class family description. Work is performed with greater independence than that of the assistant level in the family. It is distinguished from the first level by the greater depth of knowledge required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Prepares human resources related actions in the designated area.
- Inputs time cards, status changes and new employees' information and prepares for payroll processing.
- Prepares and reviews forms for human resources, payroll and related actions.
- Maintains accurate human resources records.
- Provides advice to employees on related matters in designated human resources areas.
- Enters and records human resources related data.
- Ensures that data and records are kept in a manner which is user friendly and can be readily accessed and utilized.
- Ensures work is in compliance with relevant federal and state laws.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of records processing and maintenance procedures and systems.
- Ability to operate a computer, standard programs and agency specific programs.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Associate's Degree from a regionally accredited college or university.

Experience: One to two years of full-time or equivalent part-time verifiable experience related to human resources.

Education and/or Experience Substitution: Three to four years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Generalist 1

DISTINGUISHING CHARACTERISTICS:

This is the third level in the family. These positions may report to an HR Manager or HR Supervisor and their duties are entry level full professional in nature in multiple areas of human resources as stated in the class family description. Work is performed with greater independence than that done at the associate level in the family. It is distinguished from the associate level of the family by the wider range of work assignments in the human resources area. Some may be lead workers over clerical staff. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Prepares human resources related actions in multiple HR areas.
- Inputs time cards and prepares for payroll processing.
- Prepares and reviews forms for human resources, payroll and related actions.
- Maintains accurate human resources records.
- Assists in the preparation of recruitment announcements and advertisements and provides advice and counsel to supervisors and managers on the recruitment process.
- Provides advice and counsel to employees, managers and supervisors on benefits matters.
- Conducts employee orientation and assists in human resources related training.
- Provides input into the recommendations for changes in human resources procedures.
- Assists in gathering of preliminary data for classification requests.
- Prepares reports that can be used by managers and Central Human Resources Department for the purposes of managing human resources costs.
- Ensures that data and records are kept in a manner which is user friendly and can be readily accessed and utilized.
- Ensures work done is in compliance with relevant federal, state laws, code and department policies and procedures.
- May supervise clerical staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state laws and codes and department, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of project management techniques.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Zero to two years of full-time or equivalent part-time verifiable experience related to human resources.

Education and/or Experience Substitution: Four to six years of progressive work experience related to human resources.

Certifications, licenses, registrations: None

CLASS TITLE: Agency Human Resources Generalist 2

DISTINGUISHING CHARACTERISTICS:

This is the fourth level in the family. These full performance professional positions may report to an HR Manager, HR Supervisor or office administrator, and perform duties related to multiple areas of human resources as described in the class family description. Work is performed with greater independence than previous levels in the job family. These positions may act as lead worker over clerical support staff or lower level positions within the job family that work with multiple HR areas or one technical area of assignment. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Prepares and approves, within delegated levels of authority, human resources related actions in the multiple HR areas.
- Prepares and/or reviews forms for human resources, payroll and related actions.
- Maintains accurate human resources records.
- Prepares recruitment announcements and advertisements and provides advice and counsel to supervisors and managers on the recruitment process.
- Provides advice and counsel to employees, managers and supervisors on benefit matters.
- Conducts employee orientation and human resources related training.
- Provides input into the recommendations of changes in human resources procedures.
- Conducts agency level reviews of job content questionnaires and makes initial assessment on reclassification.
- Serves as a point of contact and liaison with agency human resources staff on one or more matters related to hiring, pay rates, payroll, position vacancies and employment policies and procedures.
- Inputs data into and maintains state wide human resource information systems.
- Prepares reports at an agency or state wide level that can be used by managers and Division of Personnel for the purposes of managing human resources costs.
- Ensures that data and records are kept in a manner which is user friendly and can be readily accessed and utilized.
- Ensures work done is in compliance with relevant federal and state laws.
- May act as lead worker over clerical staff providing HR support and lower level HR professionals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.

- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of project management techniques.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: One to three years of full-time or equivalent part-time verifiable experience related to human resources.

Education and/or Experience Substitution: Five to seven years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Generalist 3

DISTINGUISHING CHARACTERISTICS:

This is the fifth level in the family. These advanced professional positions may report to a HR Manager of an Agency or are the sole HR representative for an agency with less than 300 employees and report to an administrative manager, or oversees all HR functions in a Department of Highways District or manages a statewide HR program for an agency. These positions act as expert advisers to agency personnel in multiple areas of human resources. Work is performed with a greater deal of independence than that done at previous levels in the family. These positions may act as lead workers of other positions within the HR unit. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides oversight of human resources related actions in the multiple HR areas.
- Ensures that accurate human resources records are maintained.
- Provides guidance and input into the recommendations of changes in human resources procedures.
- Provides work direction to staff.
- Acts as an expert adviser to agency staff on all HR functions.
- Serves as a point of contact and liaison with agency human resources staff on one or more matters related to HR functions. such as employment policies and procedures.

- Monitors and approves data entered into the statewide human resource information systems.
- Prepares and analyzes reports at an agency level that can be used by managers and the Division of Personnel for the purposes of managing human resources costs.
- Ensures work done is in compliance with relevant federal and state laws.
- Coordinates with supervisors, managers, and the Attorney General's office to conduct disciplinary action/investigations and grievance cases.
- Monitors, tracks and completes all FMLA and workers compensation reporting requirements
- Participates in conflict mediation between employees, providing guidance to supervisors on issues like attendance, performance appraisals and other HR related laws.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of project management techniques.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct the work of others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related human resources.

Education and/or Experience Substitution: Six to eight years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Supervisor

DISTINGUISHING CHARACTERISTICS:

This is the first management level in the family. These positions supervise the human resources function in a Bureau within DHHR or supervise a unit within the agency HR office responsible for multiple areas of assignment. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans and implements agency human resources programs and procedures within established policies related to areas as described in the class family description.
- Ensures compliance with policies and rules established by the Division of Personnel and labor laws.
- Initiates and participates in classification reviews with the Division of Personnel.
- Coordinates recruitment and testing activities in conjunction with Division of Personnel.
- Oversees the preparation and processing of human resources documentation.
- Reviews human resources actions, approves within designated authority levels and refers decisions when necessary.
- Hires, trains, supervises and evaluates performance of staff.
- Provides consultation and advice to managers, supervisors and employees on human resources issues.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of project management techniques.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to supervise, direct and evaluate the work of others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Four to five years of full-time or equivalent part-time verifiable experience related to human resources.

Education and/or Experience Substitution: Eight to nine years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

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CLASS TITLE: Agency Human Resources Manager 1

DISTINGUISHING CHARACTERISTICS:

This is the second management level of the family. These positions have overall human resources management responsibility in an agency which typically has 300-1000 employees, or may be the deputy to the Human Resources Manager in a large agency which has a central HR office. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Represents the agency in human resources matters and hearings.
- Provides expert advice to those who administer human resources programs and procedures at an institution/facility within agency policies and procedures.
- Plans and implements agency human resources programs and procedures within policies established at DIVISION OF PERSONNEL related to areas as described in the class family description.
- Ensures compliance with policies and rules established by DIVISION OF PERSONNEL and labor laws.
- Initiates and participates in classification reviews with the Division of Personnel.
- Coordinates recruitment and testing activities.
- Oversees the preparation and processing of human resources documentation.
- Reviews human resources actions and approves within designated authority levels and refers decisions when necessary.
- Hires, trains, supervise and evaluate performance of staff.
- Provides consultation and advice to managers, supervisors and employees on human resources issues.
- Researches human resources management and organization issues and challenges and formulates reports and recommendations to agency leadership.
- Coordinates problem solving procedures; confers with employees and employee representatives on issues and negotiates resolutions.
- Represents the agency in all human resources matters at all levels in state government.
- May participate in agency leadership team meetings and is an active participant in the agency leadership decision making processes.
- May partner with agency leadership to improve agency performance and effectiveness for key HR drivers such as optimizing people, performance, structure and resources.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of organizational dynamics such as the organizational chart and chain-of-command.
- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of the principles involved in business and organizational planning and coordination/execution.
- Knowledge of the structure and content of the English language, rules of composition and grammar and techniques of report and business writing.
- Knowledge of motivational strategies.
- Knowledge of automated human resource systems and associate software such as spread sheets, word processing and data base management systems.
- Knowledge of group and team behavior strategies to help achieve organizational goals.
- Knowledge of problem solving techniques and policies and practices involved in employee health and safety.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to manage a program and staff.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Five to six years of full-time or equivalent part-time verifiable experience related to Human Resources of which two years must be in a supervisory position.

Education and/or Experience Substitution: Eight to nine years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Manager 2

DISTINGUISHING CHARACTERISTICS:

This is the third management level of the family. These positions have overall human resources management responsibility in an agency which typically has 1000 to 2500 employees and report to the agency head or through the operations office. They direct work through supervisors and

generalists and are responsible for a full range of HR functions as described in the class family description. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Represents the agency in human resources matters and hearings.
- Provides expert advice to those who administer human resources programs and procedures at an institution/facility within agency policies and procedures.
- Plans and implements agency human resources programs and procedures within policies established at DIVISION OF PERSONNEL related to recruitment and selection, classification, salary administration, benefits, promotions, performance evaluation, training and development, employee engagement and grievances.
- Ensures compliance with policies and rules established by Division of Personnel.
- Initiates and participates in classification reviews with the Division of Personnel.
- Coordinates recruitment and testing activities.
- Oversees the preparation and processing of human resources documentation, including payroll processing, benefits administration and maintenance of human resources records.
- Reviews human resources actions and approves within designated authority levels and refers decisions when necessary.
- Hires, trains, supervise and evaluate performance of staff.
- Provides consultation and advice to managers, supervisors and employees on human resources issues.
- Researches human resources management and organization issues and challenges and formulates reports and recommendations to agency leadership.
- Coordinates problem solving procedures; confers with employees and employee representatives on issues and negotiates resolutions.
- Represents the agency in all human resources matters at all levels in state government.
- May participate in agency leadership team meetings and is an active participant in the agency leadership decision making processes.
- May partner with agency leadership to improve agency performance and effectiveness for key HR drivers such as optimizing people, performance, structure and resources.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.

- Knowledge of the principles involved in business and organizational planning and coordination/execution.
- Knowledge of the structure and content of the English language, rules of composition and grammar and techniques of report and business writing.
- Knowledge of motivational strategies.
- Knowledge of automated human resource systems and associate software such as spread sheets, word processing and data base management systems.
- Knowledge of group and team behavior strategies to help achieve organizational goals.
- Knowledge of problem solving techniques and policies and practices involved in employee health and safety.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to manage a program and staff.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Five to six years of full-time or equivalent part-time verifiable experience related to human resources of which three years must be in a supervisory position.

Education and/or Experience Substitution: Nine to ten years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

CLASS TITLE: Agency Human Resources Director

DISTINGUISHING CHARACTERISTICS:

These positions contribute to planning and provide expertise in such a manner that ultimately leads to the development of policies, decisions, projects and programs. This is the fourth management level of the family. These positions have ultimate authority and accountability in the areas of agency human resources. They report to the Cabinet Secretary and are responsible for all HR function areas for a Department which typically has over 2500 employees. Work is accomplished thru subordinate managers and supervisors. These positions typically have significant budget and reporting responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Communicates with department managers, supervisors and support personnel in order to advise them on the proper application of personnel standards and procedures, to be made aware of issues that may require the implementation of broader solutions, and to provide advice and consultation on human resource matters generally.

- Reviews existing policies and practices for the purpose of affirming their validity or revising them to incorporate new standards as decided by agency management or as required by changes in federal or state statutory, case or administrative law.
- Performs legal research.
- Provides testimony at grievance hearings as to agency policies and practices.
- Interacts with Human Resources office staff to assess the progress of work, to establish objectives and to provide guidance and decisions.
- Review and approve personnel transactions and related documents effecting the hiring, classification, pay, discipline and leaves of absence for agency employees.
- Reviews and approves various documents related to the administrative processes for the Human Resources office, such as employee time reports, leave requests, purchasing documents and requests for services.
- Determines the information/instructions to be provided to department managers regarding required actions for human resource processes or initiatives.
- Researches and analyzes a variety of materials in order to apply appropriate standards and concepts to human resource functions.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal (ADA, EEOC, HIPPA, FMLA, FLSA, etc.), state and department laws, codes, policies and rules including the Division of Personnel Administrative Rule, policies and procedures.
- Knowledge of management concepts, principles, methods and practices.
- Knowledge of technical and management methodologies involved in performing classification of positions, compensation, human resources modeling and coordination of people and resources.
- Knowledge of human behavior and performance.
- Knowledge of principles, concepts, trends and practices of human resource management.
- Knowledge of employment rules and regulations.
- Knowledge of the principles involved in business and organizational planning and coordination/execution.
- Knowledge of the structure and content of the English language, rules of composition and grammar and techniques of report and business writing.
- Knowledge of motivational strategies.
- Knowledge of automated human resource systems and associate software such as spread sheets, word processing and data base management systems.
- Knowledge of group and team behavior strategies to help achieve organizational goals.
- Knowledge of problem solving techniques and policies and practices involved in employee health and safety.
- Ability to follow instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to manage a division and staff.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Six to seven years of full-time or equivalent part-time verifiable experience related to human resources of which three years must be in a supervisory position.

Education and/or Experience Substitution: Ten to eleven years of progressive work experience related to human resources.

Certifications, Licenses, Registrations: None

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